Dynamic Web Forms

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- Simply designing web applications in SAP

- SAP NetWeaver Add-On

- OCI Support

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be**N**eering
BUSINESS ENGINEERING

COMPANY PROFILE

As an independent software vendor (ISV) BeNeering develops innovative shopping solutions based on SAP SRM. BeNeering is specialized in SAP consulting and software architecture and is geared to best-practice-standards.

Business engineering by BeNeering means analytical solutions and innovative products. BeNeering disposes of a large reference portfolio of successfully implemented international template- and roll-out-projects.
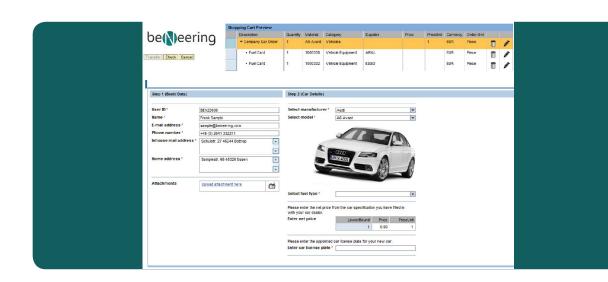
Dynamic Web Forms

Web applications for SAP SRM and SAP ECC

Ordering complex services or products with Dynamic Web Forms is just easy and efficient. This solution facilitates both, purchase and IT processes. Dynamic Web Forms guarantee especially user satisfaction as intuitive handling was constantly focused during it's development.

There are three possibilities to order complex products - for example IT-needs, catering or company vehicles: classic catalog orders, which are static and therefore not suitable, standard text fields, which are hard to evaluate and finally forms.

THE CHALLENGE

BeNeering's founder Christoph Moll discovered the advantages of forms when he visited a key account seven years ago. "This company used forms to purchase services and complex products", remembers Moll. About 100 forms were used for different products and categories. "There was even a form to order flowers". But there was one hitch with these forms: Due to the specifications of the demanding department each of the forms had to be developed and implemented by the IT section. "This is quite cost intensive", says Moll, "Concerning the development dimension we talk about man days." The idea was born: Wouldn't it be great to have a flexible framework, that offers easily configurable forms, which hands the data in a structured way to SAP – and even not only for the purchase division?
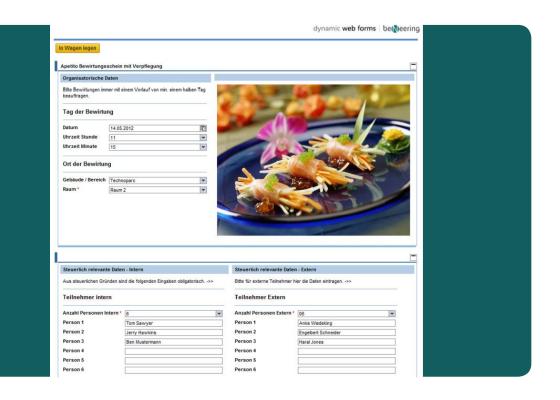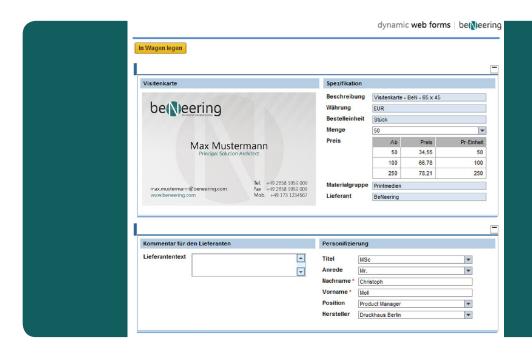
EASY TO USE

Dynamic Web Forms guides the user in the SAP system
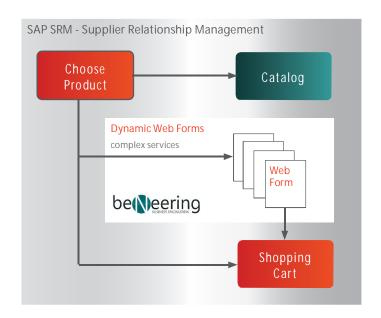
THE SOLUTION

Dynamic Web Forms are born out of this thought: The Framework is developed in ABAP WebDynpro technology and is based on SAP-standards. Dynamic Web Forms doesn't require additional hardware. It can be directly implemented on the existing SAP-infrastructure of the client.

The base concept is simple: An employee fills a form with all the data the system needs to serve the purchaser order of a service or a product. The order can only be completed, if all necessary informations were given. If an employee wants order meals and drinks for a business meeting, the system needs to know when and where food and drinks are needed and how many participants the meeting will have. The system directly reacts on the number of participants and displays only as many guest fields as participants for the meeting are selected.

"Operator convenience had highest priority. The user should remain concentrated on his order – not on our form", says Christoph Moll. Therefore the form interface is geared to common web shop standards. Passing from the catalog to the order form is seamless: If the operator chooses a complex and configurable product in the catalog, the order form will be shown in the next window. The build-in validity check – written in BAdI – verifies the format of the data entered. This is important while dealing with car registration numbers or phone numbers, as these can be stored in different ways in the client's system. This technique eliminates error sources: The user doesn't need to know the right spelling, because the system knows. Once all mandatory fields are filled in, Dynamic Web Forms stores these informations in a structured way in a standard text field. This ensures that all necessary order data can be further processed without any problem.

The concept works, says Barbara Ruetti, Regional Buyer SAP (Suisse) AG: „The orders run themselves and there are almost no more further inquiries since the new catalogue was installed"
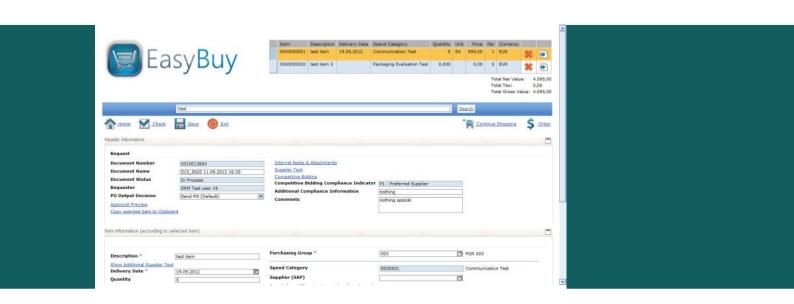
INTUITIVE USER INTERFACE

increases employee's productivity

SAP Switzerland and SAP Germany use Dynamic Web Forms to order company cars. The former ordering process was so complex, that users had do deal with a documentation of several pages. This caused frustration and arguments between the purchasing department and the colleagues of the other divisions. "The new catalog is well-arranged, user friendly and self-explanatory. The additional links and supplementary informations are very helpful as well", confirms Barbara Ruetti. Due to Dynamic Web Forms the purchasing division can efficiently and safely delegate the orders of company vehicles to their colleagues. This is not only helpful for the purchasing department, but it increases as well the employee's satisfaction:

> "The previous outlay could be massively reduced. The staff is happy and me, too", resumes Barbara Ruetti.
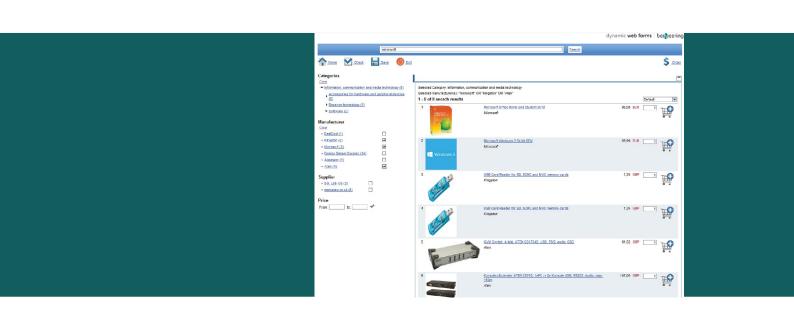
Dynamic Web Forms are good news for the IT department too: The forms can be comfortably maintained with an Excel-based tool. Even non-experts easily can do this. That means the development and the maintenance of the forms can be directly done by the concerned departments – and no longer by the IT division. This means not only less work at the IT department – new requests can be served much faster than before, too. Because within several minutes the responsible colleagues can change form parameters themselves, instead of sending time costly internal requests to the IT.

„The benefits of Dynamic Web Forms isn't limited to ordering forms", says Christoph Moll, "this product simplifies any process anywhere you need to do input into SAP".

Using Dynamic Web Forms in a supplier portal offers completely new possibilities. For example suppliers can be asked to enter confirmations of orders and goods receipts for existing orders directly into their client's SAP. The supplier confirms the order and adds important informations like delivery time and availability by a form.

"Dynamic Web Forms is interesting for all users, who develop own forms or still do complex input into the system manually."

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